

IMPLEMENTATION

Project Implementation Methodology

Hyland utilizes a solution design philosophy that ensures all business and technical requirements and constraints are mutually identified and easily understood by Hyland and our customers.

We embrace a project methodology that enables us to design and deliver our solutions using a proven, standard and repeatable method. It was developed from experience gained implementing successful solutions across multiple vertical segments. The methodology represents best practices for guiding implementations and allows for:

- Maximum resource utilization
- Effective budget control
- Achieving project quality metrics
- Equipping the customer to be confident and competent solution owners

To ensure a successful project implementation, Hyland utilizes a Project Implementation Methodology.

Organized as a structured, multi-phased approach, your organization can choose to utilize the entire methodology or to select portions of the methodology to integrate with your own methodology. The methodology was designed to assist our customers in achieving their goals with respect to strategic planning, management and deployment related to project implementation.



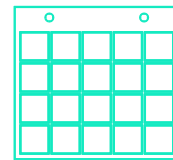
760+

**Global Services
Employees**



2,600+

Projects Annually



30+ years

Years in the Industry

**Hyland delivers solutions on time
and within budget.**

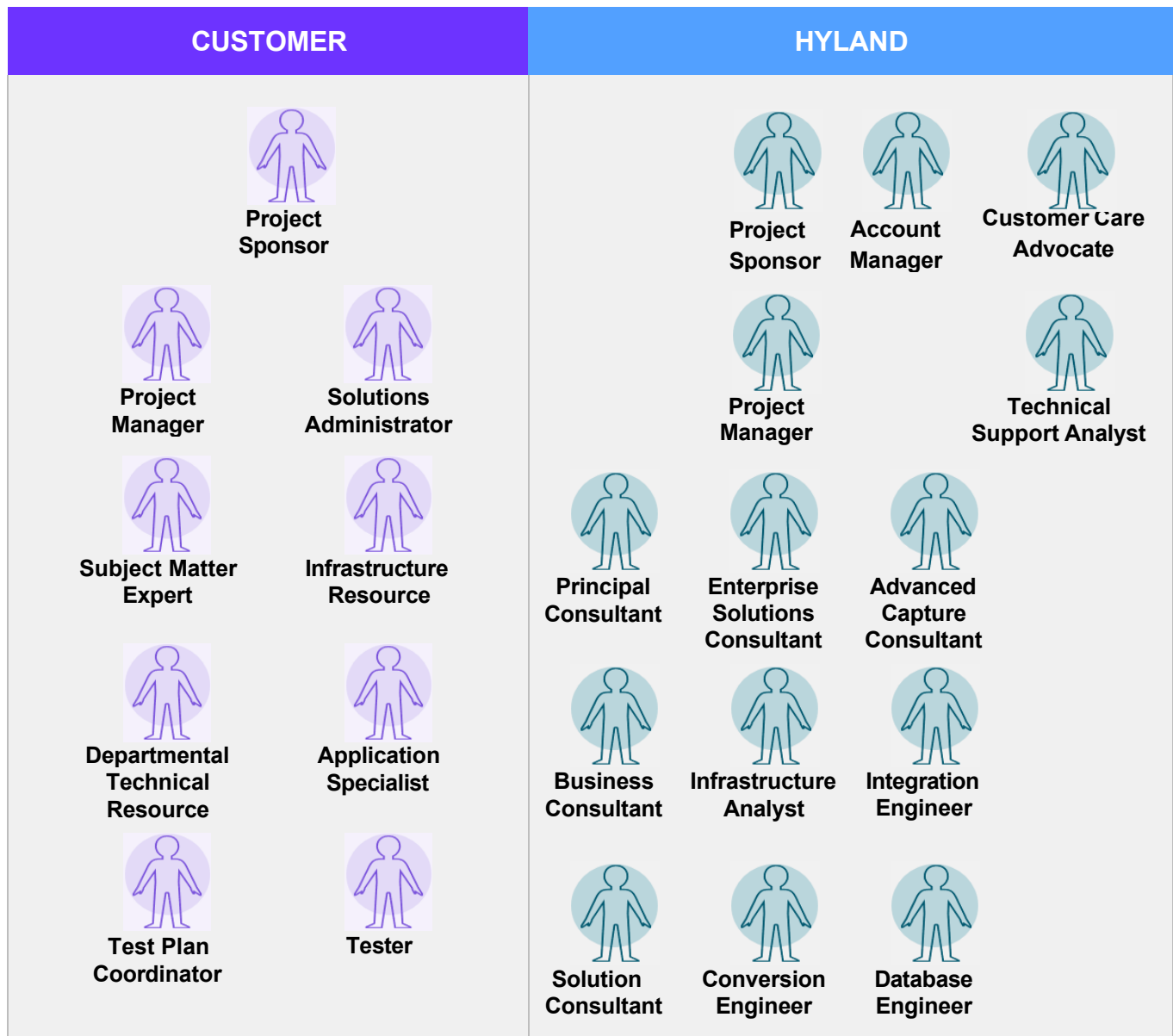
Implementation Phases

PHASE	HYLAND	CUSTOMER
 Initiation	- Signed contract - Transition project from Sales to Services - Project planning - Project charter	- Project planning - Refine requirements - Organizational change management process - Project charter approval
 Discovery	- Kick off project - Requirements capture - Requirements analysis - Requirements sign-off - Requirements document	- Undivided attention - Subject matter expertise - Example documents - Supporting documents - Final decisions - Requirements sign-off
 Implementation	- Solution design - Configuration of the solution - Prototype reviews - Design revisions - Hyland testing	- Provide network access - Write test cases - Provide feedback - Control scope - Respond quickly - Learn solution fundamentals
 Training & Testing	- Training Guides - Train the Trainer - Administrator training - Support customer testing - Solution sign-off	- Committed time to test - Execution of test cases - Issue reporting - Training environment prepared - Solution sign-off
 Go Live	- Solution migration - Production verification - Production use - Production support - Transition solution to Support	- Production use - Production verification - Administrative support
 Closure	- Customer Success - Plan for outstanding items - Lessons learned - Solution expansion opportunities	- Ownership - Plan for outstanding items - Solution expansion roadmap

Organization

The sample high-level organization chart below lists typical roles for a Hyland implementation. Depending on your organization and project structure, an additional level of project sponsorship and steering committee may be involved as well.

To ensure a successful implementation, the project team and organization are tailored to fit the needs of your organization.



Note: Only required resources meeting your project requirements will be engaged.

Customer Project Team

To successfully implement a Hyland solution, your organization should be prepared to make the following resource types or services available to the project.

ROLE	DESCRIPTION	ACTIVITIES
 Project Sponsor	Provides high-level oversight and guidance for the project	■ Reviews milestones ■ Conducts/attends status meetings on occasion ■ Approves major change requests ■ Manages funding and budget issues
 Project Manager	Manages the day-to-day activities of the project	■ Coordinates business and technical resources ■ Ensures that Hyland requests are promptly responded to ■ Verifies that discovery and documentation appropriately captures business requirements ■ Reviews budget and project plan on a regular basis
 Solution Administrator	Administrator of the Hyland solution and supporting system	■ Attends Hyland-hosted training prior to the end of implementation phase ■ Actively involved during implementation and testing ■ Coordinates training of end-users ■ Makes modifications to solution as appropriate ■ Provides support to end-users ■ Main technical contact with Hyland Technical Support
 Subject Matter Experts (SME)	Provides ongoing business expertise and insight on business processes and current structure	■ Defines functional requirements and scope of solution ■ Participates in Discovery sessions ■ Provides input into solution acceptance ■ Attends internal training sessions ■ Takes an active role in end-user testing

ROLE	DESCRIPTION	ACTIVITIES
 Infrastructure Resource	Main point of contact for all Infrastructure issues.	- Ensures that hardware and software is ordered and setup with appropriate pre-requisites - Designates appropriate support people for network, database, security related to the Hyland solution - Provides VPN remote access for Hyland team - Performs regular monitoring of solution from a technical perspective
 Departmental Technical Resource	Main point of contact for all departmental hardware and client software deployment.	- Configures scanners and other hardware - Ensures that pre-requisites and client software is deployed to all workstations
 Application Specialist(s)	Provides day-to-day technical support of line of business systems.	Works with Hyland team to determine integration points with the Hyland solution
 Test Plan Coordinator	Principal Resource for generating Test Plans	- Creates test plans beginning at the end of discovery - Ensures test plans are available for the beginning of user testing
 Tester	Responsible for testing of the configured solution	- Executes test plans generated by the test plan coordinator - Dedicates significant time to the testing effort and is allocated by management

Hyland Project Team

Hyland will deploy the necessary professional services resources to meet the needs of the project. These resources are specifically trained in key functional areas and provide a level of domain expertise for application across the project lifecycle.

Note: Not all resources listed below may be required for your specific project.

ROLE	DESCRIPTION	ACTIVITIES
 Advanced Capture Consultant	Vertically aligned Provides documenting of business process requirements.	- Validates a right fit solution, - Configures the capture solution to meet the documented requirements - Provides administrative training - Train the trainer courses - Migration to additional environments - User testing issue resolution - Go-live support
 Business Consultant	Vertically aligned Performs the analysis, design, integration and implementation of the business process at the customer site(s).	- Conducts business process discovery sessions - Documents process functional requirements - Implements and tests the solution - Trains your organization's System Administrator - Provides support to your organization during end-user testing - Creates Administration Guide - Provides Go Live support
 Conversion Engineer	Technical Services Provides best practices, proven methodologies and insight to support conversion tasks. Mentors customer team.	- Provides consulting and education to customer's qualified resources - Jump-starts the customer's conversion project - Provides the critical knowledge necessary for a successful conversion
 Database Engineer	Technical Services Develops processes that require direct interaction with the underlying solution database.	- Manages conversion of content from 3rd party ECM platforms to Hyland solution - Assists in migrating or consolidating solutions to new database platforms - Performs one-time specific software tasks directly within the solution database

ROLE	DESCRIPTION	ACTIVITIES
 Enterprise Solutions Consultant	Enterprise Planning Services Provides long-term business plans and analysis to expand and support Customer's Software solution.	- Develops strategies and roll out recommendations based on Customer's needs - Acts as a program manager over/supervising individual projects within an organization - Ensures customer remains educated on Software capabilities and additional opportunities
 Infrastructure Analyst	Technical Services Provides consulting and recommendations related to solution infrastructure.	- Facilitates infrastructure discussion - Reviews solution requirement to help calculate general hardware and storage requirements - Supports follow-on conversations regarding hardware and software technologies
 Integration Engineer	Technical Services Provides integrated solutions within software that cannot be delivered using standard functionality.	- Reviews functional specifications delivered by Hyland personnel - Creates technical design of solution - Implements solution
 Principal Consultant	Vertically aligned Provides deep Software expertise to advise Hyland and Customer implementation teams on best practices throughout the engagement.	- Guides Requirements Gathering sessions - Takes technical ownership of solution requirements and design
 Project Manager (PM)	Vertically aligned Responsible for project implementation managing day-to-day activities.	- Prepares status reports - Coordinates Hyland resources - Manages issue tracking and resolution - Facilitates change management - Assists in capturing functional requirements and documenting the final solution

ROLE	DESCRIPTION	ACTIVITIES
 Solution Consultant	Vertically aligned Installs and configures the solution software at the customer site(s).	■ Conducts discovery sessions to prepare for solution implementation ■ Implements and tests the solution ■ Trains System Administrator ■ Creates Administration Guide ■ Provides Go Live support
 Customer Success Advisor	Technical Support Services	■ Guide and advocate through the product support processes ■ Regular case monitoring to identify high impact issue trends ■ Act to manage high priority issues quickly and effectively ■ Provide cross-team coordination to resolve issues
 Technical Support Analyst	Technical Support Services A hand off occurs at the conclusion of “go live” transitioning from Global Services to Technical Support for on-going support of the Hyland solution.	■ First point of contact regarding software issues ■ Assists customer with issue reporting and resolution

Sample Timeline

High-Level Timeline / Project Plan

Task Name
1 Hyland Project Methodology
1.1 Initiation
1.1.1 Setup & Preparation
1.1.2 Final Planning
1.2 Discovery
1.2.1 Analysis
1.2.2 Documentation
1.2.3 Approval
1.3 Implementation
1.3.1 Design
1.3.2 Design Review
1.3.3 Build
1.4 Testing & Training
1.4.1 User Training
1.4.2 System Testing
1.4.3 Verification of Testing
1.5 Go Live
1.5.1 Planning and Preparation
1.5.2 Execution
1.6 Closure

Hyland Migrate

Empower seamless legacy system migration, data transfer and import processes.



To support both organizational growth and innovation, today's business leaders and process owners depend on easy access to business-critical information. At the same time, IT leaders are prioritizing modernization, security, scalability and user experience mandates.

When key enterprise content and data are housed in legacy systems or across multiple disconnected repositories, both business and IT endure shared challenges: hindered decision-making, process inefficiencies, security risks, maintenance costs and scalability limitations.

Hyland Migrate empowers organizations looking to transition off legacy content management systems or consolidate multiple repositories into a modern enterprise content solution.

Leveraging Hyland Migrate, organizations can efficiently own and manage system migration and data transfer projects, enabling them to centralize on enterprise content solutions like Hyland Alfresco and Hyland OnBase.

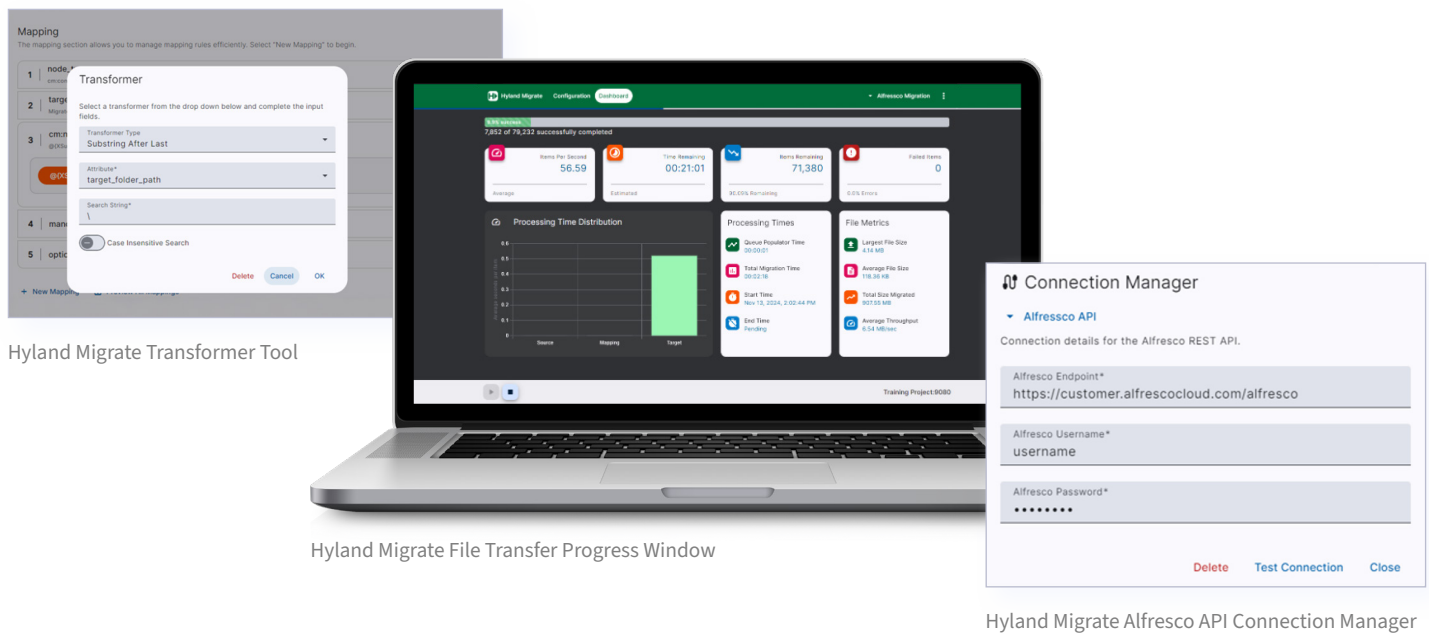
Beyond migrations, Hyland Migrate also enables efficient data imports into OnBase and Alfresco cloud solutions and provides secure file transfers from various storage types. Additionally, by combining the powerful capabilities of Hyland Migrate with the best practices and expertise offered by Hyland consulting services, organizations chart a path forward for long-term project success.

Key features

- **Robust file transfer capability**, equipping organizations to efficiently transfer key enterprise content from legacy applications and storage locations.
- **Highly configurable data mapping**, providing flexibility and enabling users to intuitively manage mapping rules.
- **Comprehensive tracking and reporting**, providing visibility into processing time and file metrics, including largest file size, average file size and total files migrated.
- **Streamlined data import capabilities** with an intuitive interface and ease of scaling.

Benefits

- Realize cost and effort savings and mitigate risk by migrating data and documents out of antiquated legacy applications.
- Centralize data and documents in industry-leading Hyland platform, leveraging efficient tools and processes.
- Simplify processing for more efficient day-forward import processes.
- Take advantage of Hyland consulting services alongside Hyland Migrate to ensure best practices and project success.



Hyland Migrate use cases

- **Legacy system migration**, empowering organizations that want to seamlessly transition from a legacy content management system to either Alfresco or OnBase. Hyland Migrate provides an intuitive and configurable approach to managing business rules and reporting, eliminating the need for complex programming.
- **Efficient data transfer** with the ability to transfer and log the movement of binary data (e.g. file) between storage locations, whether on-premises, in the cloud or a hybrid of both.
 - Data transfers include:
 - Azure Data Lake Storage to S3
 - Azure Blob Storage (ABS) to S3
 - Database blobs to file system
 - Database blobs to S3
 - File system to file system
 - File system to S3
 - S3 to file system
 - S3 to S3
- **Streamlined data ingestion into Alfresco and OnBase** with a user-friendly interface and an easy way to scale up importing data into Hyland enterprise content solutions (whether hosted or on-premises).

➤ For more information, contact your Hyland relationship manager.

About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations – fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.



Hyland software maintenance and support



Maintenance and support from Hyland for your software solutions is a vital part of every customer relationship, representing both a high level of enterprise support services value and a comprehensive commitment to your future success with Hyland products.

Software maintenance

To help you maximize your technology investment, Hyland provides the following software maintenance benefits to keep your implemented solution operating at peak performance:

- Notification of new product release versions, patches, technical alerts and updates
- Access to software utilities and documentation for new version releases and patches
- Error correction for confirmed errors with the supported product

Support

Customers with active software maintenance and support have access to a full range of technical support services:

- Support for Hyland product functionality — provided with exceptional customer service
- A comprehensive Technical Support team to handle all aspects of the support process
- Optimized access to Technical Support Analysts, who respond to all technical support requests
- Access to the subject matter experts needed to drive issues to resolution
- Advice related to the operation of the implemented software
- Defined escalation process to ensure issue resolution
- Response to software errors based on confirmed severity level
- Access to a Customer Care team to address questions and concerns throughout the support process
- A custom product testing lab for acute issue troubleshooting
- Secure, personalized 24/7 access to the online support portal

Customer support experience

Technical Support offers customers two options — self-service support and assisted support — for expanding your Hyland technology knowledge and resolving issues you may experience.



Self-service support

Product documentation and a knowledgebase are available on the online support portal for customers to grow their expertise as well as to research and resolve issues without the need to engage the Technical Support team directly. Technical Support knowledge team members are continually contributing robust technical content to ensure the knowledgebase is a relevant and dynamic reference repository.

Additionally, the functionality of the online support portal provides a superior and tailored online experience that empowers users to:

- Create, update and view the status of support cases
- Securely download software and utilities
- Search the online product documentation
- Search the knowledgebase for solutions to common technical issues
- Review training course schedules, outlines and agendas
- Access available eLearning modules for self-study
- Keep informed of the latest Hyland product announcements
- Access user-driven, peer forums and user groups focused on technologies, products and industries



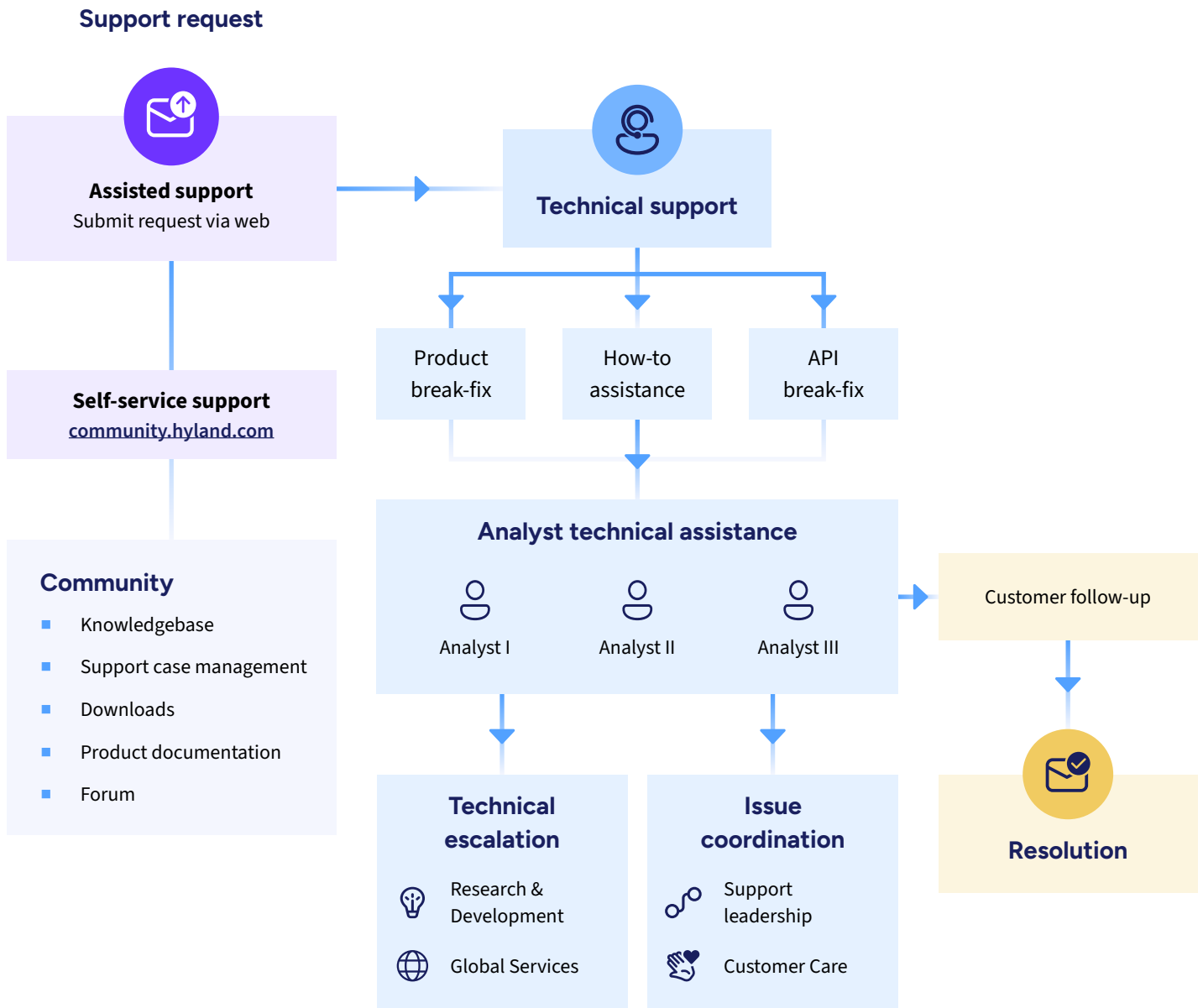
Assisted support

Technical Support is focused on compressing the time frame from issue inception to resolution while providing a remarkable support service experience. In support of this goal, we deliver support via a strategic, multilayered approach:

- Hyland Technical Support is readily accessible through two channels: Online support portal or phone for high-impact issues.
- Support requests submitted via the support portal are routed to an available and knowledgeable Technical Support resource with the proper alignment of experience and product expertise to resolve each specific issue.
- High-impact issues reported by phone are addressed based on the product and scope of impact.
- The assigned Technical Support resource works directly with you, following up as often as needed based on the nature of your issue to drive issue resolution.
- The Customer Care team can be engaged for any concerns related to the delivered support experience. Customer Care will review progress and engage additional Hyland resources as needed until the concern is addressed.
- The Technical Support Analyst team has direct access to Research and Development for assistance with software errors.
- For solution-related issues, analysts work with the Global Services team to provide resolution.
- Technical Support management is notified of issues that have an acute business impact in your environment so they can provide any additional resources that may be necessary to resolve an issue.



Customer support experience



Technical support team

Hyland's software maintenance and support is backed by a Technical Support team comprised of multiple levels of Analysts, API Analysts, a Customer Care team and Technical Support leadership.

We view support services as an integral component of our exceptional software, which means we only hire the very best support personnel with both world-class credentials and extensive experience. A collaborative, open work environment allows Technical Support to work together with exceptional efficiency to accomplish its goal of supporting our customers.

Our Analyst team is responsible for technical issue troubleshooting and resolution. The team is comprised of professionals with decades of experience in the IT industry, working with a variety of operating system platforms and databases from all major database vendors.

API Analysts specialize in troubleshooting and resolving advanced customproduct related issues. The team is comprised of individuals with experience with various scripting and programming languages.

Collaboration and education

Continuing education in the many technologies our customers depend on is a priority within the Hyland team. Technical Support team members are encouraged to enhance their skills by learning new technologies independently or by attending company-sponsored technology training throughout the year.

In addition to ongoing technical training, team members regularly discuss all aspects of providing an exceptional support experience for our global customer base. Meetings are held to thoroughly understand customer needs, review specific issues customers are experiencing, ensure support experience quality assurance efforts are being delivered as desired, provide accurate issue documentation, and ensure support delivery is timely and delivers maximum value for our customers.

Support center locations

Hyland Technical Support has professionals in support centers located across the globe to assist customers, with support centers in:

United States

Westlake, Ohio
Olathe, Kansas
Lincoln, Nebraska

International

Maidenhead, United Kingdom	Sao Paulo, Brazil
Amersfoort, Netherlands	Tokyo, Japan
Nottingham, United Kingdom	Melbourne, Australia
Berlin, Germany	Paris, France

Our support centers are strategically located to ensure appropriate time zone coverage, local language support where available during local business hours and a highly effective ratio of Analysts-to-customer to support case volume.



Hyland's Success Paths



Hyland's Success Paths helps you maximize your Hyland solution with the technical support program of your choice. Designed to offer the best fit for personalized support and guidance, Success Paths helps you at any stage of your journey.

	Digital	Premier	Signature
Community and online tools	✓	✓	✓
Technical support	Online, phone	Online, phone	Online, phone
S1 – S2 issue response time		60 minutes	30 minutes
S3 – S4 issue response time		1 business day	1 hour
S5 – S6 issue response time		2 business days	4 hours
S1 – S2 issue update frequency		Business hourly	Constant bridge
S3 – S6 issue update frequency		2 business days	Business daily
Technical account management		N/A	Designated
Expert coaching		2	4
Premium subscription		✓	✓
Hyland University Certification passes		2	4
CommunityLIVE main conference passes		2	4
TechQuest badges		2	4
Additional training discounts		25%	50%

Choose your level of engagement

Work with the right team of Hyland experts to optimize your Hyland technology and meet your goals. Use your technical support access to build proficiency and momentum through product evaluation and implementation, as well as coaching or consulting to help design your solution roadmap into the future.

Digital Success Path

You are enrolled in the Digital Success Path as part of your subscription or software maintenance agreement with Hyland.

Benefits include:

- A dedicated support phone line available 24 hours a day, every day of the year
- Self-guided and peer-to-peer connection through digital tools within Hyland Community

Premier Success Path

In addition to all the benefits of the Digital Success Path, the Premier Success Path provides targeted support commitments, proactive guidance from experts and discounted training and events.

1 Support

Access priority service level targets (SLTs) for quicker technical support responses and engagements online and over the phone with an (800) phone number that's always available.

2 Coaching

Receive personalized and strategic coaching, technical guidance and support in optimizing your Hyland solutions from business and technical experts at Hyland.

3 Training

Take advantage of discounts for Hyland University training courses, as well as passes to attend TechQuest (Hyland's technical conference) and main conference passes to attend CommunityLIVE (Hyland's annual user event) to enhance your knowledge base.

Leverage the Premier Success Path for:

- Premium support with faster response times and more frequent updates
- Accelerated engagement to reach issue resolution faster
- Specialized guidance and proactive coaching specific to your organization
- Bundled discounts on training, certifications and conferences



Signature Success Path

In addition to all the benefits of the Premier Success Path, the Signature Success Path provides comprehensive coverage, designated technical account management and expedited responsiveness.

1 Support

Access the highest-priority service level targets (SLTs) for the fastest technical support responses and engagements both online and over the phone via the (800) phone number that's always available.

2 Designated technical account manager (TAM)

Leverage a primary technical point of contact who brings in-depth knowledge of both your business and technical environments to the partnership.

3 Training

Take advantage of larger discounts for Hyland University training courses, as well as more passes to attend TechQuest (Hyland's technical conference) and main conference passes to attend CommunityLIVE, Hyland's annual user event for all solutions.

Leverage the Signature Success Path for:

- The fastest, most comprehensive technical support coverage and response times
- Minimized disruption to your day-to-day operations and expedited resolution to issues
- A designated TAM as your advocate and strategic and technical advisor
- One-on-one planning for key events such as upgrades, go-lives, expansions and technical requirements
- Maximum discounts on all training and certifications

➔ Contact your Hyland account team to enhance your technical support experience with Success Paths today.

About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations — fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.



HYLAND TRAINING

Hyland offers an extensive array of training courses covering basic as well as advanced solutions and techniques to enable our customers to fully leverage the capabilities of Hyland Products. Hyland offers training for all Hyland customers and partners, as well as certifications, subscriptions, targeted training series and an evolving catalog of modular, progressive and foundational training courses with classroom, online, self-paced, video, conference, and on-demand e-learning education options that ensure organizations realize the full potential of their investment.

Instructor-led Courses

On-site or Remote Courses Led by Our Experienced Instructors

Hyland offers comprehensive training courses to provide both end users and System Administrators the knowledge that they need to design, install, use, and maintain their Hyland solution.

Classroom, online and onsite courses are available.



Classroom

In-person guided education facilitated by Hyland expert instructors. Classroom courses conducted at Hyland's Education Services training facility leverage the advantages of collaboration and perspective of attendees to explore real life scenarios hands-on and develop the resulting solutions.



Online Classroom

Live, instructor-led and hands-on sessions that drive active participation and collaboration. Online courses provide active and engaging education for attendees, using hosted lab machines to complete course activities and practice the functionality learned in class.



Onsite

Classroom courses can be conducted at organizations throughout the world. The onsite courses allow multiple attendees from an organization the ability to attend a course while working collaboratively with their peers and developing action plans specific to their Hyland Software solution.

A complete list of available courses can be found on our website at:
<https://university.hyland.com/pages/instructor-led-catalog>

Premium Subscription

One Subscription, Hundreds of Hours of Technical Training

Premium Subscription is the industry-leading training tool from Hyland, providing a subscription for advanced enablement, such as best practices, deeper configuration, customization, and troubleshooting for Hyland solution technologies including OnBase, the Content Innovation Cloud, Perceptive Content, NilRead, PACSgear, Acuo Hyland RPA and more. One subscription provides access to online, on-demand training and resources for everyone in your entire organization, including:

Growing Gallery of Courses



[Premium eLearning courses](#) offer online, on-demand technical training for Hyland solutions and modules – an exceptional professional development tool. The evolving course gallery contains training for beginners, experts, and everyone in between, from Hyland solution team administrators and developers, to end users, architects and more. Most courses can be completed in less than 1 hour, and learners can track course progress and completion. Courses can be accessed anytime, anywhere.



Hands-On Labs

Users can learn by doing with the [Hands-On Labs](#) enabling learning by working through a solution firsthand with step-by-step or Sandbox options to explore products and modules in an environment with zero risk to infrastructure.



Customizable End User Training

[End User Training](#) gives end users the knowledge and confidence they need to use Hyland products, with training that can be streamed, hosted on an organization's own internal network, or added to their LMS. Courses can be customized to fit organizations' needs and solutions, and are a helpful tool to save time on crafting training for the rollout of a Hyland solution.



Upgrade Adoption Kit and Templates

Preparing for an upgrade can be a daunting task. The [Upgrade Adoption Kit](#) helps system administrators, project managers and sponsors and business unit owners build awareness and excitement in their organization for the upgrade. It comes with a customizable communication timeline, email templates, webinar guidelines, and more.



Usage Reports

Organizations with Premium can track their Hyland solution team's training progress with [Reports](#). Customize, run and schedule reports to track training usage and activity, including users' progress with courses, learning paths, and certifications.

Learn more about Premium Subscription at:
<https://university.hyland.com/pages/premium-subscription>

eLearning

Bite-sized Technical Training Available Anytime, Anywhere

eLearning courses offer online, on-demand training for Hyland customers and partners, providing full access to Standard courses that deliver complete, practical training to help users, administrators, and developers get up and running. eLearning courses prepare learners for Instructor-led courses, as well as serve them throughout the life of their solution.

eLearning is an excellent professional development tool, with courses available for end users, support and help desk teams, project managers, solution architects, new employees, seasoned experts, and everyone in between. A convenient way to learn, Hyland eLearning is accessible anytime, anywhere.

Standard eLearning courses are available to Hyland customers free of charge; while subscription options including Premium Subscription, Alfresco Passport and individual and team subscriptions that offer eLearning as well as live training and technical conference passes. A single Premium Subscription enable entire organizations to access hundreds of courses from the Hyland University catalog.

Course content is easy to consume and can be grasped quickly; most courses can be completed in less than 1 hour. Learners can watch each section as many times as they need and test their knowledge at the end of the course by completing trackable assessments.

Explore the growing catalog of Hyland eLearning Standard courses, and subscription options: <https://university.hyland.com>

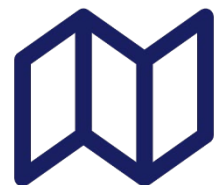
Click **Search | Course Type**,
or **Learn | Subscriptions**

Learning Paths

Step-by-step Mastery of Hyland Modules and Solutions

Each Hyland solution is different, as are the people who make up the team implementing, supporting, administering, and expanding the solution.

Learning Paths are designed to meet the training needs and goals of every member of your Hyland team, providing a sequential roadmap of courses that relate to particular job roles. Learners can focus on the specific courses they need to enhance their skills with Hyland solutions and modules, with a step-by-step guide to mastery.



See all the available Learning Paths at:
<https://university.hyland.com/pages/learning-paths>

Hyland Certifications for Customers

The Hyland Certification program recognizes IT professionals who successfully demonstrate their technical knowledge and practical experience by designing, implementing, administering and enhancing Hyland solutions.



- Organizations with Hyland-Certified team members see more rapid development of their Hyland investment.
- Role Certifications represent a development program centered on the skills necessary to be effective in that role.
- All Hyland Certifications with the exception of Alfresco certifications provide accreditation for two years from the date of certification/recertification completion. For Alfresco certifications, upon attaining a certification the accreditation will remain current until the release of a new version of the certification exam, plus two years.

For more information on our certification programs visit:
<https://university.hyland.com/pages/certifications>

Schedule

A complete schedule of available classroom, regional, international and online courses is available on our website at <https://university.hyland.com/pages/schedule>.